

## CLAIMS

1. A computer system comprising:

- capturing means for capturing an image of a paper document to produce captured image information;
- selecting means for enabling a user to select one of a plurality of options in relation to that captured image information;
- a document database storing image information relating to a plurality of documents and for each document information relating to action which can be taken in relation to that document; and
- processing means for matching the captured image information with the stored image information for at least one of the documents and determining the respective action information, and for processing the determined action information and the user-selected option to produce a computer instruction as to action to be taken.

2. A system as claimed in claim 1, wherein:

- the captured image information includes information from which textual and/or graphical content of the captured document can be determined; and
- the processing means uses that textual and/or graphical content in the matching process.

3. A system as claimed in claim 1, wherein:

- the captured image information includes information from which font and/or layout and/or colour in the captured document can be determined; and
- the processing means uses that font and/or layout and/or colour in the matching process.

4. A system as claimed in claim 1, wherein:

- the captured image information includes information from which a property of the paper of the captured document can be determined; and
- the processing means uses that paper property in the matching process.

5. A system as claimed in claim 1, wherein:

- a user database is provided storing information about a plurality of users; and
- the processing means is operable to receive the stored information for the particular user and to use that information in producing the computer instruction.

5 6. A system as claimed in claim 5, wherein:

- the processing means is operable, in the case where the captured image information does not match the stored image information for any of the documents, to analyse the captured image information to determine whether it relates to a form, and, if so:
- to determine at least one position where user information should be added to the  
10 form to complete the form; and
- to add the user information for the particular user to the captured image information to provide an image of the form completed with the user information in the determined position(s).

15 7. A system as claimed in claim 1, further comprising means for storing the captured image information (and if applicable the user selected option) for subsequent supply to the processing means.

20 8. A system as claimed in claim 7, wherein the storing means is operable to store the captured image information (and if applicable the user selected option) relating to a plurality of images, for subsequent supply to the processing means.

9. A computer system comprising:

- capturing means for capturing an image of a paper form to produce captured image  
25 information;
- a user database storing information about a plurality of users;
- processing means for analysing the captured image information to determine at least one position where user information should be added to the form to complete the form, for selecting the stored user information for one of the users and for adding  
30 the selected user information to the captured image information to provide an image of the form completed with the user information in the determined position(s).

10. A system as claimed in claim 9, further comprising means for storing the captured image information (and if applicable the user selected option) for subsequent supply to the processing means.

5 11. A system as claimed in claim 10, wherein the storing means is operable to store the captured image information (and if applicable the user selected option) relating to a plurality of images, for subsequent supply to the processing means.

12. A method of operation of a computer system comprising the steps of:

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- capturing an image of a paper document to produce captured image information;
  - noting a selection by a user of one of a plurality of options in relation to that captured image information;
  - storing image information relating to a plurality of documents and for each document information relating to action which can be taken in relation to that
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- document; and
  - matching the captured image information with the stored image information for at least one of the documents and determining the respective action information; and
  - processing the determined action information and the user-selected option to produce a computer instruction as to action to be taken.
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13. A method as claimed in claim 12, wherein:

- the captured image information includes information from which textual and/or graphical content of the captured document can be determined; and
  - that textual and/or graphical content is used in the matching step.
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14. A method as claimed in claim 12, wherein:

- the captured image information includes information from which font and/or layout and/or colour in the captured document can be determined; and
  - that font and/or layout and/or colour is used in the matching step.
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15. A method as claimed in claim 12, wherein:

- the captured image information includes information from which a property of the paper of the captured document can be determined; and
- that paper property is used in the matching process.

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16. A method as claimed in claim 12, further including the steps of:

- storing information about a plurality of users; and
- using that information for the particular user in producing the computer instruction.

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17. A method as claimed in claim 16, further including the steps, in the case where the captured image information does not match the stored image information for any of the documents, of analysing the captured image information to determine whether it relates to a form, and, if so:

- 10 - determining at least one position where user information should be added to the form to complete the form; and
- adding the user information for the particular user to the captured image information to provide an image of the form completed with the user information in the determined position(s).

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18. A method as claimed in claim 12, further comprising the step of storing the captured image information (and if applicable the user selected option) for subsequent processing.

19. A method as claimed in claim 12, further comprising the step of storing the captured  
20 image information (and if applicable the user selected option) relating to a plurality of images, for subsequent supply to the processing means.

20. A method of operation of a computer system comprising the steps of:

- capturing an image of a paper form to produce captured image information;
- 25 - storing information about a plurality of users;
- analysing the captured image information to determine at least one position where user information should be added to the form to complete the form;
- selecting the stored user information for one of the users; and
- adding the selected user information to the captured image information to provide  
30 an image of the form completed with the user information in the determined position(s).

21. A method as claimed in claim 20, further comprising the step of storing the captured image information (and if applicable the user selected option) for subsequent processing.

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**22.** A method as claimed in claim 20, further comprising the step of storing the captured image information (and if applicable the user selected option) relating to a plurality of images, for subsequent supply to the processing means.

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